



## TERMS AND CONDITIONS FOR BOOKING PHYSIOTHERAPY APPOINTMENTS AT A6 PHYSIOTHERAPY

### APPOINTMENT BOOKINGS

All physiotherapy appointments can be booked over the telephone by calling 01257 230140.

We cannot take bookings via social media and whilst we can liaise about appointments via email we will still need to speak with you over the telephone to confirm your booking. To email enquiries it is [info@a6physio.co.uk](mailto:info@a6physio.co.uk)

Appointments available can be face to face or virtual using remote technology.

### PERSONAL DATA STORAGE

In order to book an appointment, we will require information, such as name, address, date of birth and next of kin details. This information is stored on our software package called TM3. The storage and management of sensitive client and business data is an important factor. Our software supplier TM3, are ISO 27001 certified, as well as having a dedicated infosec team to ensure the data of our clients is protected to the highest possible level.

All data is stored in highly secure, monitored datacentres around the world. Your data is typically stored in the country, for example our UK customers have their data hosted in the UK and our Australian clients have their data hosted in Australia.

### FACE TO FACE APPOINTMENTS

Face to face appointments are payable for on the day via debit or credit card payment or cash. In the event that payment is not made at that appointment then an invoice will be emailed to you and this can be paid for over the telephone using debit or credit card or by using online banking. Please see late payment charges.

### VIRTUAL APPOINTMENTS

Virtual appointments are made using Zoom or Whatsapp. When booking a virtual appointment you will be required to pay for this up front. This can be done over the telephone using debit or credit card or via online banking. Once payment has been received you will receive your virtual appointment invitation via email. At the time of your appointment click on the link and wait for your physiotherapist to admit you to the meeting. If you require any assistance with this technology a practice session can be arranged prior to your appointment and/or your physiotherapist can call you by telephone at the time of your appointment and talk you through the connection process. We cannot be responsible for your wifi connection so it is

# A6 **CHARTERED** **PHYSIOTHERAPY** **& SPORTS INJURY CLINIC** **CHARTERED PHYSIOTHERAPISTS BSc (HONS), MCSP, MHCPC & MAACP.** **A6 PHYSIOTHERAPY, BELLRENO, BOLTON ROAD, CHORLEY, LANCs. PR74AJ.** **Tel:01257230140**

**EMAIL:** [info@a6physio.co.uk](mailto:info@a6physio.co.uk) **WEBSITE:** [www.a6physio.co.uk](http://www.a6physio.co.uk)

recommended you do a test run before your appointment time to be sure your appointment runs smoothly.

In the event that you wish to book a Sports Massage or Podiatry appointment these can be done directly through these therapists by contacting them directly. Please see our "About" page on our website [www.a6physio.co.uk](http://www.a6physio.co.uk) for their contact details.

## **MEDICAL INSURANCES**

We are recognised by most health insurance companies. You will probably be required to have seen your GP prior to the commencement of treatment. Insurance details such as policy number/authorisation number are required on the first visit.

Some policies have an excess applied to them. This must be paid to the clinic directly.

If your insurance company does not cover the cost of your treatment, the patient is liable for these costs.

## **FAILED APPOINTMENTS/LATE CANCELLATIONS**

The clinic reserves the right to charge full treatment costs for any appointments that are not attended. If an appointment is cancelled with less than 48 hours/2 working day's notice a charge will be made up to the full cost of treatment. This will be at the discretion of the treating therapist.

## **LATE PAYMENTS**

Payment terms are that invoices are paid within 30 days. Any late payments are liable to incur an administration charge of £15.00. If any invoices remain unpaid after 60 days these accounts will be given to a debt recovery service.

2 days before your appointment you will receive an appointment reminder via email. Please ensure you give us the correct email details. It is still your responsibility to remember your own appointment and in the case that you do not receive the email reminder the clinic will not be held responsible for any missed appointments. Please read the contents of your appointment reminder as you may be required to respond.

## **CUSTOMER SATISFACTION**

In the event that you are not happy with our service we would like to know about it in order that we can address the situation as soon as possible. This can be done in writing to Mrs S Durnian and sending via email to [info@a6physio.co.uk](mailto:info@a6physio.co.uk) All complaints will be acknowledged with 5 working days of receipt of email and further investigated within 10 working days.

If you require any further information on our terms and conditions regarding booking appointments then please contact the clinic by telephone or email.

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